

# JOSIAS SEKHEBESA

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I am a results-driven Data & AI professional with 5+ years of experience delivering technology solutions that optimize operations, improve decision-making, and create measurable business value. Backed by a multidisciplinary foundation in science, engineering, and business administration, I combine technical expertise with commercial insight. As a certified Microsoft Azure AI Engineer (AI-102) and Azure Data Scientist (DP-100), I specialize in predictive modelling, intelligent automation, and scalable AI/ML solutions aligned to strategic objectives. I have proven ability to turn complex data into actionable insights, drive innovation, and deliver high-impact outcomes in collaborative environments.

## EXPERIENCE

APRIL 2024 – CURRENT

### DATA SCIENTIST, NTT DATA

- Designed and built an end-to-end AI-assisted bid management platform that automates client intelligence gathering, RFP analysis, capability matching, and proposal drafting using a multi-agent Azure OpenAI architecture. Integrated Azure Blob Storage, Azure AI Search (vector + hybrid retrieval), and live web research, deployed as an Azure Functions v2 ASGI application. Reduced bid preparation effort by 60–80% by automating the proposal lifecycle from client research to structured document export.
- Built a domain-specific AI assistant for Finance operations using RAG architecture, Azure OpenAI, and LangChain, enabling real-time question answering across internal datasets and operational documents, improving knowledge accessibility and decision support.
- Developed an anomaly detection model using Isolation Forest for a leading South African bank, enabling early identification of irregular patterns and strengthening operational risk monitoring.
- Designed and implemented an automated ITSM ticket ingestion system that creates ServiceNow tickets directly from Outlook emails, reducing manual processing time and improving routing accuracy to relevant resolver groups.
- Built an AI-powered SLA risk analytics workflow to identify potential breach risks and generate both on-demand and scheduled reports using ServiceNow data, enabling proactive service management and performance visibility.

MARCH 2024 – FEBRUARY 2025: LEFT DUE TO CONFLICT OF INTEREST.

### CTO AND CO-FOUNDER, CAMPZE (STARTUP)

- Defined and executed the technology vision for an EdTech startup, leading product strategy, platform architecture, and technical roadmap from concept to scalable implementation.
- Architected and deployed the end-to-end technology stack on Microsoft Azure, ensuring security, performance, and scalability to support seamless integrations and long-term product growth.
- Established engineering standards, infrastructure design, and development workflows to enable rapid iteration and operational reliability in a startup environment.

**OCTOBER 2023 – MARCH 2024: MOVED DUE TO COMPANY MERGER.**

**DATA SCIENTIST, DIMENSION DATA**

- Designed and implemented an Event Correlation model that consolidated and filtered high-volume alert data from multiple monitoring tools before ingestion into the IT Service Management (ITSM) platform. Reduced operational noise, improved incident prioritization, and cut engineers' ticket management time by 30%.
- Led the integration of ChatGPT capabilities into the services portal through Azure OpenAI Bring Your Own Data (BYOD) architecture, enabling non-technical users to access advanced conversational AI and driving a 20% increase in self-service adoption.

**NOV 2021 – OCTOBER 2023: LEFT POSITION FOR A PROMOTION.**

**DATA SPECIALIST, DIMENSION DATA**

- Defined and implemented data quality standards across datasets covering 41,000+ companies, applying validation, cleansing, and standardization techniques to improve data accuracy, consistency, and usability.
- Designed and automated client data onboarding workflows into the IT Service Management (ITSM) platform using Python, reducing manual data entry, minimizing errors, and accelerating operational readiness.
- Collaborated with Client Delivery Managers, SAP teams, and Service Transition stakeholders to configure and maintain database records aligned with Master Services Agreement (MSA) requirements.
- Managed and resolved data lifecycle issues across creation, modification, sharing, reuse, retention, and backup processes, ensuring data integrity and timely issue resolution.
- Contributed to enterprise-wide data governance, quality assurance, and data management practices, strengthening the reliability of data used for strategic decision-making and operational processes.

**JUL 2020 - JUN 2021: CONTRACT ENDED.**

**DATA SCIENCE INTERN, DIMENSION DATA**

- Analyzed remotely managed service processes to identify automation opportunities, mapping key tasks, data sources, dependencies, and operational workflows.
- Applied Python and Natural Language Processing (NLP) techniques to collect, process, and structure data for automation-driven use cases.
- Developed and implemented machine learning models to evaluate new datasets and recommend business process automation opportunities.
- Delivered actionable insights and strategic recommendations to management through Microsoft Power BI dashboards and visual reports.

## **EDUCATION**

**COMPLETED: DEC 2024**

**POSTGRADUATE DIPLOMA IN BUSINESS ADMINISTRATION, WITS BUSINESS SCHOOL (WBS)**

- Graduated with a 70% overall average, including distinctions.
- Developed expertise in leadership, strategic management, finance, marketing, digital business, and corporate strategy.

- Strengthened business acumen to complement technical and data-driven decision-making capabilities.

**ISSUED: OCT 2022**

**NQF 5: INFORMATION TECHNOLOGY - SYSTEMS DEVELOPMENT**, MICT SETA

- National certification in IT Systems Development, aligned with SAQA standards.
- Demonstrated applied competence in software systems, application development, and information technology practices.

**PIVOTED: JAN 2018 - SEPT 2022**

**BSC IN MINING ENGINEERING**, UNIVERSITY OF THE WITWATERSRAND

- Successfully completed academic requirements up to third year (NQF Level 7) in Mining Engineering. Pivoted in 4<sup>th</sup> Year.
- Built strong foundations in engineering problem-solving, operational systems, and analytical thinking.
- Recognized as an award-winning Project Manager in the Emerging Leaders Programme (ELP) through the Wits Development and Leadership Unit.

**GRADUATED: JUNE 2021**

**DATA SCIENCE QUALIFICATION**, EXPLORE DATA SCIENCE ACADEMY

- Graduated red-belt student with 88% overall average.
- Relevant Coursework: Gathering and Managing Data (SQL); Analytical Programming (Python); Data Visualization (Python and Power BI); Machine Learning; Model Deployment (AWS); and THRIVE (Soft Skills).
- Relevant Project: I utilized Natural Language Processing (NLP) techniques to create a model capable of determining the language of a given text written in any of South Africa's 11 Official languages.

**GRADUATED: MARCH 2018**

**BACHELOR OF SCIENCE**, UNIVERSITY OF THE WITWATERSRAND

- Completed with 66% average in final year.
- Awards: Certificate of First Class, University Entrance Scholarship.
- Leadership: Class Representative (2016 & 2017), Sports Officer (2016/17).

**GRADUATED: FEB 2015**

**NATIONAL SENIOR CERTIFICATE**, REARABETSWE SECONDARY SCHOOL

- Achieved recognition as a top learner across five local schools.
- Certified Top 100 Matric Achiever in the Province by the Free State Department of Education.
- Distinctions: Mathematics (90%), Physical Sciences (92%) and Life Sciences (86%).
- 4-time member of the Representative Council of Learners (RCL) from 2010 to 2013.

## RELEVANT CERTIFICATIONS & TRAINING

- Microsoft Certified: Azure AI Engineer Associate (AI-102)
- Microsoft Certified: Azure Data Scientist Associate (DP-100)
- Microsoft Certified: Azure Fundamentals (AZ-900)
- IBM Data Science Professional Certificate (Coursera)
- Google Data Analytics Professional Certificate (Coursera)

3: References available on request in line with POPIA.